

I am writing to express full support for the recommendations submitted by Roger Colton on behalf of the National Fuel fund. Our experience in Texas with automatic enrollment, and self-certification based on income, has been very positive and should be uniformly adopted. With welfare-to-work programs, it is especially critical that persons have lifeline telephone access based on income eligibility so they may seek jobs, call in the event of family illness, arrange for child care, and be able to receive calls when job opening develop.

It is also critically important that there be requirements for targeted outreach, as well as quarterly bill stuffers to existing customers. A majority of eligible customers in our state are not enrolled. The most frequent response by those persons, is that they do not know about the Lifeline program.

Finally, enrollment procedures should be streamlined. We thank you in advance for taking all steps necessary to facilitate and improve the enrollment into the Lifeline program.

Randall Chapman, Texas Legal Services Center